Updox
Compliance Information
2022

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Compliance Introduction

Updox is compliant with the laws and regulations we are held accountable to comply with. We have a dedicated Security Team that manages our various security assessments and accreditation interviews. There is not a specific document or only one method to prove an organization is HIPAA compliant hence there are a variety of methods to prove HIPAA compliance.

Our Master Service Agreement which explains how we protect your PHI, what regulations and laws we follow and how it pertains to your office. The Updox Privacy Policy to see what information we collect, why we collect it, and how it will be maintained, transmitted, and stored. We also have links to our accreditations and certifications on our website to verify these accomplishments (see above links).

Our Security Team is happy to answer any additional questions you may have, please coordinate through your Customer Success Manager. Book time here: https://outlook.office365.com/owa/calendar/UpdoxCustomerSuccessManagers@paysimplecorp.onmicrosoft.com/bookings/.

Thank you.

Direct Trust Accreditation

Updox is a DirectTrust Accredited HISP, Certificate Authority and Registration Authority. Here is information on accreditation with DirectTrust.

DirectTrust maintains a secure communication network based on a trust framework for exchange between trusted partners. DirectTrust federates that trust by accrediting HISPs, Certificate Authorities, and Registration Authorities. Accredited HISPs can participate in the DirectTrust Accredited Trust Bundle, eliminating the need for point-to-point agreements between each HISP. Accredited HISPs can issue identity-proofed Direct Addresses to providers and patients/consumers to send and receive Direct Secure Messages. DirectTrust also maintains and offers a Directory of participating addresses for use by those in the network.

Accredited HISPs in the Trust Anchor Bundle facilitate interoperable exchange in a uniform and scalable manner consistent with industry best practices for security and trust, thereby avoiding one-off negotiations and agreements between relying parties who participate in the bundle.

The DirectTrust Accredited Trust Bundle, frequently referred to as the Accredited Trust Anchor Bundle, or ATAB for short, includes Health Information Service Providers (HISPs), Certificate Authorities (CAs), and Registration Authorities (RAs) that have achieved accreditation through DirectTrust and chosen to participate in the bundle.

All participants in this bundle have successfully achieved accreditation and also meet the inclusion requirements. This bundle assures all anchors and associated end-entity certificates represented are in use by a DirectTrust accredited HISP.

Link to a list of Accredited Entities: https://directtrust.org/trust-bundles/accredited-trust-bundle#accredited-trust-bundle

Membership Link: https://directtrust.org/about-membership/member-list

EHNAC Accreditation

EHNAC accreditation depends upon an organization's achievement and maintenance of full accreditation status based on the achievement of a passing score consisting of a number of criteria. An organization seeking accreditation is assigned a status classification that indicates the organization's progress towards meeting all criteria.

Updox has achieved Full accreditation that demonstrates compliance with the objectives defined in the criteria. Accreditation is granted for two (2) years once the full criteria are met. We just went through a new accreditation process that is valid from June 19,2022 thru June 18,2024.

All parties/entities who require third parties and vendors to meet compliance with their security/privacy provisions to address risk mitigation planning are asked to accept EHNAC Accreditation as an alternative, remembering that:

1. HITRUST CSF® requirements for Privacy and Security are included within the programs for all EHNAC stakeholders.

2. EHNAC has been accrediting electronic healthcare networks and related entities for over twenty years.

3. EHNAC is the largest accreditor of healthcare networks in the United States.

4. EHNAC requires that every assessment address both Privacy and Security.

5. EHNAC holds its candidates responsible for the method in which they deliver their specific services.

This includes:

o demonstrating responsibility for transaction accountability and performance;

o proving attainment of key customer satisfaction metrics;

o conducting business in a fair and honest manner;

o providing a workforce that is trained and resilient;

o ensuring facilities and systems are properly managed with capacity assurance;

o operating facilities and systems with resiliency and disaster preparedness; and

o scrutinizing third parties through interviews and on-site visits.

EHNAC believes that organizations achieving EHNAC accreditation have demonstrated compliance with most Third-Party Assurance requirements. You can access a list of all Accredited Organizations on the EHNAC site: https://www.ehnac.org/accredited-organizations/

updox

Simplifying the business of healthcare™

EHNAC Accreditation

EHNAC — ELECTRONIC HEALTHCARE NETWORK ACCREDITATION COMMISSION
932 Hopmeadow St., Unit 202, Simsbury, CT 06070

To Whom It May Concern,

EHNAC Issues this: **Accreditation Announcement**
For the EHNAC Program(s): **DT P&S**
To: **Updox, LLC**
6555 Longshore Street, Suite 200, Dublin, OH 43017

Scope of Accreditation[1]:

Updox, LLC has successfully completed the accreditation process of EHNAC by providing evidence that meets the EHNAC criteria in the following areas:

- Identification of data flows of confidential information such as Protected Health Information within the organization as well as with business partners outside of the organization;
- Verification that appropriate Business Associate Agreements are in place with all relevant entities;
- Review of HIPAA privacy policies and procedures;

- Review of HIPAA privacy policies and procedures;
- Review of HIPAA security safeguards in place (administrative, technical and physical);
- Review methods of secure transmission of data;

- Review of customer service metrics;
- Validation of accuracy of transaction exchange;
- Validation of system availability and capacity metrics;
- Validation of compliance with industry standards;
- Review of IT security best practices;
- Review of industry-specific best practices;
- Review of disaster recovery and business

- Review of industry-specific best practices;
- Review of disaster recovery and business continuity processes;
- Review of workforce training; and
- Review of personnel qualifications.

This Certificate of Accreditation was issued by EHNAC after an objective and independent audit and review of all facilities in-scope of the accreditation, including datacenters and outsourced business partners. EHNAC has found all such facilities to be following best practices for safeguarding customer's facilities, equipment and the data residing within each of the facilities visited.

The holder of this certificate is entitled to use the following seal(s):

EHNAC ACCREDITED DIRECTTRUST PRIVACY & SECURITY

This Certificate is valid: **6/19/2022 thru 6/19/2024**

Lee Barrett
Executive Director, EHNAC

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[1] Guided by peer evaluation, the EHNAC accreditation process promotes quality service, innovation, cooperation and open competition in healthcare. EHNAC accredits based upon standards of technical performance, business practices, and independent peer evaluation.